

NATIONAL ARTS COUNCIL

Chairs and Tables

Rental Policies and Procedures

MAKING A RESERVATION

Customer can make Reservations via email, telephone or in person to the Senior Customer Service Assistant – National Arts Council. To confirm a reservation we will require the contact information, and a signature of the customer on the rental contract. The order will not be considered 'reserved' until a signed contract is received.

Upon receipt of the reservation, the Senior Customer Service Assistant should forward the completed agreement form to the Administrative Officer – Annex 1, who will cross check the information's and forward to the Director Human Resources for recommendation and to the Chief Executive Officer for approval. This should be done on a daily basis prior to releasing the items to the customer.

PAYMENTS

Payments can be made in cash or with business cheques, we do not accept personal cheques. Payments should be made in person to the Senior Customer Services Assistant, who will issue a receipt to the client. **Payments must be received before the items are picked-up.**

The Senior Customer Service Assistant will hand over the monies and produce the receipt issued the same day to the Administrative Officer. The monies collected should be banked next day.

PICKING-UP OF RENTAL

Unless special arrangements have been made prior to pick-up, the customer may pick-up their rental any time during working hours from 8am to 4 pm on the day before their event, and may return no later than 4pm on the day specified on the rental contract. If another person will be picking up they will need to know what name the order was booked under and settle any remaining balance owing on the account.

If the customer requires their rental earlier than on the day before their event, they may contact the National Arts Council to see if it will be ready earlier. The Customers are responsible for any and all damage that may occur during transportation to and from their event site.

The Senior Customer Services Assistant should alert the Administrative Officer or Director Human Resources when the client picks up the item, and when the items are returned. There should be two signatures acknowledging receipt and allocation on behalf of the NAC.

CHANGES AND CANCELLATIONS

Customer satisfaction is of the utmost importance to us. The day you book your order the items are

considered out of our inventory for your date and thus made unavailable to other potential customers. This ensures you will have all the items you need on the date you require them. Because of this, we do have certain policies regarding changes to your order.

All reductions in numbers must be made at least 3 days prior to your event. Any increases in numbers must be made prior to your pick-up, and are subject to item availability. The customer can make changes by phone, email, or in person. This policy helps us to ensure that the order is reserved as accurately as possible.

CANCELLATION POLICY

Customers are required to inform the NAC of any cancellations, at least 3 days prior to picking up the items. As these items will be made unavailable to other clients at the time of booking, if the client fails to do a cancellation and fails to show up to pick up the item, next time the customer will have to pay the items upfront the same day or the reservation will not be accepted if there is failure to pay.

RENTAL PERIOD

The rental rate is based on a per item basis, and if it is rented for more than a weekend there will be an additional charge.

PLEASE CHECK TO MAKE SURE YOUR ORDER IS COMPLETE

If the customer discovers any missing or damaged items upon receipt, they should contact the Administrative officer or Director Human Resources immediately so that we can make a note on your account and make arrangements to replace the items if desired.

RETURNS

If the client will not be returning the items themselves or present for the pick-up, or will not be in contact after their event, the NAC will require the name and contact information of the person who will be responsible for their rental. It is best to appoint one trustworthy person to be in charge of the return. We recommend that the customers count the items before returning it to ensure that they are all counted for.

MISSING AND DAMAGED ITEMS

If there is any missing or damaged items upon return, the customer will be informed as soon as possible and arrangements will be made for payment of the replacement cost. The customers are responsible for returning rental items in the same condition in which they were received, except for ordinary wear and tear. The customers are liable for the replacement cost of damaged or lost items.

UNUSED EQUIPMENT

Rental items are charged for time out, not for use. Every item that leaves our building is treated the same way upon return, used or not. This ensures that every item you receive is clean, sanitized, and food safe. No refunds are given for items that were not used during your event.

LATE RETURNS

Late rentals will be charged a half-day rental rate for each day. If you are not able to return your rentals on time, please inform the NAC so that we are able to make a note on your account. If we require the items for another order, we will make arrangements to pick the items up ourselves, at the cost of a one-way pick-up fee, charged to the credit card on file.

RENTAL OR BORROWING OF TABLES AND CHAIRS TERMS AND CONDITIONS

NOTE:

The tables and chairs are owned by the National Arts Council (NAC) and it may be rented to the general public.

1. Safety/Operating Instructions:

Customers are responsible to assemble and disassemble the tables and chairs. Customer agrees to properly load the table and chairs with due care and ensure the proper use of the tables/chairs (No standing on tables or chairs). Customer will keep and maintain safety rules for crowd control and to assume any and all risk of injury arising out of table or chair failure due to improper use.

2. General Release/indemnity/hold harmless:

I, «customer», understand and acknowledge that the use of a table/chair entails both known and unknown risks including, but not limited to, physical injury from falling, slipping, crashing or , emotional injury, paralysis, distress, damage or death to any participant. I hereby voluntarily and expressly release, indemnify, forever discharge and hold harmless NAC from any and all liability, claims, demands, causes or rights of action whether personal to me or to a third party, which are in any way connected with participation in this activity, including those allegedly attributable to negligent acts or omissions.

3. Care of equipment:

Customer will clean all tables and chairs prior to returning them to the NAC. Customer will remove all food particles, stains, dirt, mud, debris, and tape from tables and chairs to the best of their ability. Customer will report any damage to tables or chairs, setting damaged items to the side for inspection by either the Administrative Officer or Director Human Resources at the NAC.

4. Receipt/inspection of Rental Equipment

Customer hires the Rental Equipment on an "as is" basis. Customer acknowledges that they will personally inspect the rental items prior to its use. Customer specifically agrees that such rental items will not be used if Customer finds that it is not suitable for Customer's needs.

5. Retention or damaged possession

Any failure to return the item(s) at or after the end of the "Rental Period" specified constitutes a material breach of this Agreement. In the event that the Equipment is not returned for any reason, including theft, or the equipment's are damaged or dirty, the Customer is obligated to pay to NAC the full replacement value for such Equipment listed on the invoice page of this Agreement, plus any and all incidental costs associated with the attempted pick up or recovery of the Equipment by the NAC.

I, «customer», HAVE READ AND UNDERSTOOD THE TERMS AND CONDITIONS OF THIS AGREEMENT. INCLUDING THE ADDITIONAL TERMS AND CONDITIONS ON THE FOLLOWING PAGES, AND AGREE TO BE BOUND BY THEM. I FURTHER WARRANT AND REPRESENT THAT I AM THE CUSTOMER AND AM AUTHORIZED AND EMPOWERED TO ACCEPT DELIVERY OF THE EQUIPMENT AND TO SIGN THIS AGREEMENT.

**NATIONAL ARTS COUNCIL
RENTAL/ BORROWING OF COMPANY ASSETS**

Details of Items

ITEM	UNIT PRICE	QUANTITY	NO. OF DAYS	TOTAL PRICE CHARGED

DETAILS OF PERSON REQUESTING FOR ITEMS

Name: _____

Contact No. _____

Address. _____

Recommending Officer (AO / DHRBM)

Name: _____

Signature: _____

Date: _____

Approval (CEO)

Name: _____

Signature: _____

Date: _____

Allocated and verified by:

Name: _____ Date: _____ Signature: _____

Item received and verified in working order by:

Signing below confirms your agreement to the general terms and conditions overleaf

Name: _____ Date: _____ Signature: _____

RETURNED BY

Name: _____ Date: _____ Signature: _____

RECEIVED AND VERIFIED BY:

Name: _____ Date: _____ Signature: _____

REMARKS:
